



AMANI COMMUNITIES AFRICA

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IMI CMTP COMPETENCY

FRAMEOWORK

ASSESSMENT & PASSING CRITERIA

In our program, the passing criteria is determined based on a cumulative assessment of participants' performance across various components of the course that adds up to a 15 credit score that translates to 100%.

Each criterion is assigned a specific credit score as follows:

1. Class Attendance (3): Attend at least 90% of classes to pass.
2. Active Participation (2): Actively engage in class discussions and activities.
3. Role-plays and Simulations (5): Demonstrate a clear understanding of the mediation principles and process, applicability of the mediation skills in the process and demonstrate the qualities and ethics of an effective and competent mediator.
4. Take-home Assignments (2): Complete assignments given testing the understanding of the knowledge-based content of mediation satisfactorily.
5. Post-training Assignment (3): Demonstrate understanding and application of mediation principles in the post-training assignment and role plays.

Passing Criteria

To pass the program, participants must achieve a minimum cumulative score of (13.5 credit score, 90%) determined by adding up the points earned across all assessment criteria.

The following competencies are assessed to determine whether one meets the passing criteria:

1. Foundational Knowledge

- ❖ **Understanding of conflict:** Demonstrate an understanding of conflict types, dynamics, stages, patterns, responses and transformative conflict resolution.
- ❖ **Dispute Resolution Mechanisms (DRM):** Articulate the various DRM options, nature, parties involved and their applicability in different conflict scenarios. Be familiar with the DRM Continuum and where each DRM falls.
- ❖ **Mediation Principles and Philosophy:** Explain the nature, core principles and philosophical underpinnings of mediation, particularly focusing on the transformative approach.
- ❖ **Legal and Institutional Frameworks:** Demonstrate awareness of relevant national, regional and international legal and institutional frameworks for mediation, including familiarity with the IMI Code of Ethics and Standards of Practice for Mediators.

2. The Mediation Process

- ❖ **Pre-Mediation:** Effectively conduct intake meetings, prepare for mediation sessions, identification of parties, legal counsel(s) and support person(s), if present, and draft agreements to mediate.
- ❖ **The Mediator Opening Statement:** Do an elaborative introduction to ensure parties understand mediation, how it is conducted, their role as a mediator and that of the parties, legal counsel(s) and support person(s), if present, establish ground norms to guide the process and to create a safe and respectful environment, explain the logistics of the place of mediation and answer inquiries from the parties.
- ❖ **Parties Opening Statements and Summary:** Guide the parties in introducing themselves, briefly sharing what has brought them to mediation, their expectations in the process and doing a summary of the same to direct the parties to the next stage.
- ❖ **Information Gathering, Agenda setting/ Issue identification:** Employ people and process skills to gather information, clarify issues, and identify underlying needs and interests of parties.
- ❖ **Facilitation and Problem-Solving:** Guide parties through a structured process of discussion, brainstorming, and joint problem-solving, utilizing transformative techniques to address underlying interests and come up with a mutually agreeable solution.

- ❖ **Reaching an Agreement and Drafting of the Mediation Settlement Agreement:** Facilitate parties in negotiating mutually agreeable solutions and drafting the Mediation Settlement Agreement (Full or Partial) that is a reflection of their agreements or a Report where parties have not reached an agreement.
- ❖ **Closing the Process:** Guide parties in closing the mediation process depending on the outcome; where parties reach a full settlement agreement, a partial settlement agreement or no agreement.

3. Mediation Skills

Participants have to demonstrate an understanding of the mediation skills and how they are applied during the mediation process. These include the following:

People Skills	Process Skills	Problem-solving
Active Listening	Summarizing	Brainstorming
Relationship building	Clarifying	Negotiating
Speaking	Reframing	Partializing
Empathizing	Questioning	Prioritizing
Mutualizing	Caucusing	Strategizing
Encouraging	Power balancing	Shuttling
Silence	Drafting	Reality checking
Normalizing	Closing	
Role reversal	Management skills	
Ignoring		
Emotional Intelligence		

4. Ethical and Professional Conduct

Ethical Standards: Adhere to established ethical codes of conduct for mediators, including confidentiality, conflict of interest, and informed consent, with a specific focus on the IMI Code of Ethics.

Professionalism: Demonstrate professionalism in appearance, demeanor, and interactions with all parties involved.

Self-care: Practice self-awareness and self-care strategies to manage stress and well-being throughout the mediation process.

The passing score typically reflects a level of proficiency deemed sufficient for certification as a mediator. Participants are generally required to demonstrate a comprehensive understanding of the above competencies and competently apply them in various contexts.

Failure to meet the set criteria

Participants fail the program and are not eligible for certification as professional mediators if they do not meet the minimum passing score or fail to fulfill specific requirements outlined in the assessment criteria. This could result from consistently poor performance across multiple components, inadequate attendance, or failure to meet assignment deadlines. In such cases, participants may be provided with feedback on areas needing improvement and offered opportunities for reevaluation or retaking the course.

Steps taken after failure to meet the minimum threshold to gain certification as a Mediator

In the case where the participant(s) fails to meet the required credit score as outlined above, the following steps are taken:

1. The participant is given an opportunity to retake the sessions to ensure that they fill their skills and knowledge gaps after which they are assessed on the specific area that they were to work to ascertain their understanding.
2. If from the assessors' feedback, it is established that the participant(s) performance is beyond the minimum requirement in knowledge-based and skill-based areas, then the participant(s) is required to retake the whole course once again after which they are assessed to ascertain their qualifications to be certified,
3. If participants feel it is unfair, they are required to raise the concern under the Complaints and Appeals Policy which will follow the provided procedure within one week. Thereafter, a decision will be made having listened to the participant, reviewing evidence presented and referring to our guidelines and grading criteria on whether or not the status changes.

